



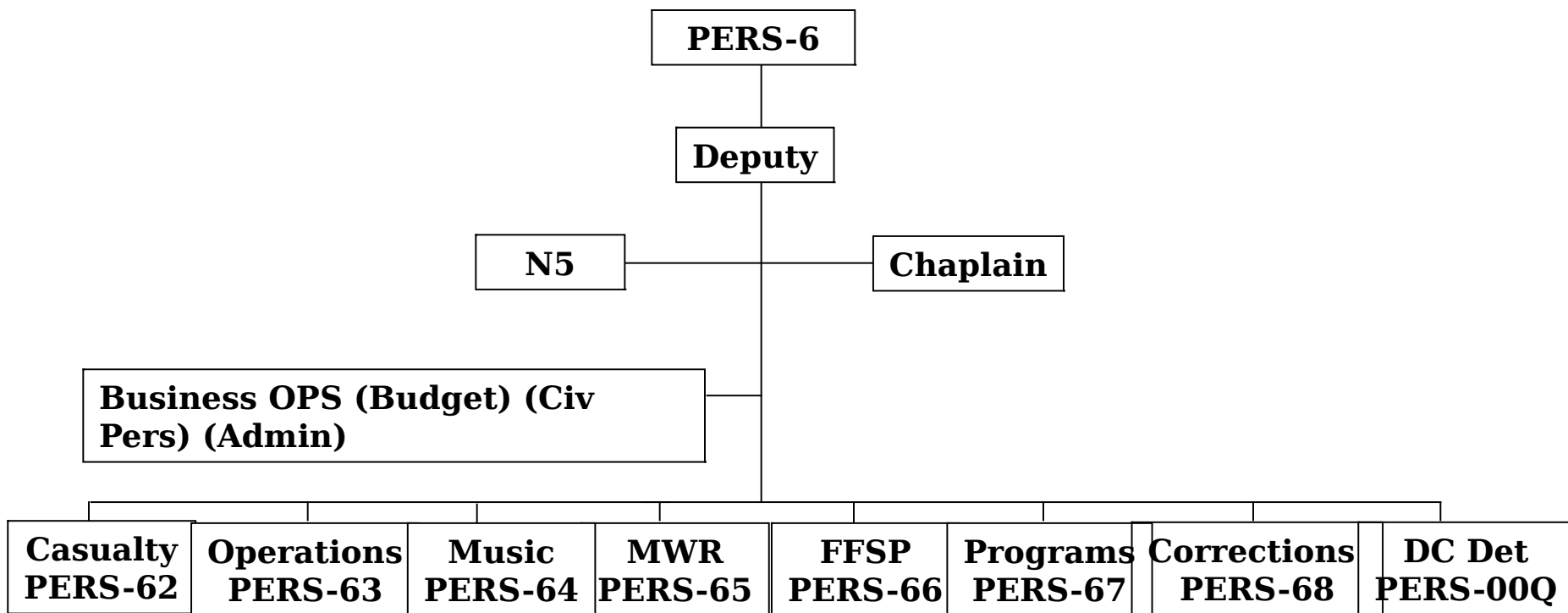
PERS-68
BRIG CONFERENCE, 2004

Fleet Support
PERS-6
Mr. John McCausland



Fleet Support (PERS-6)

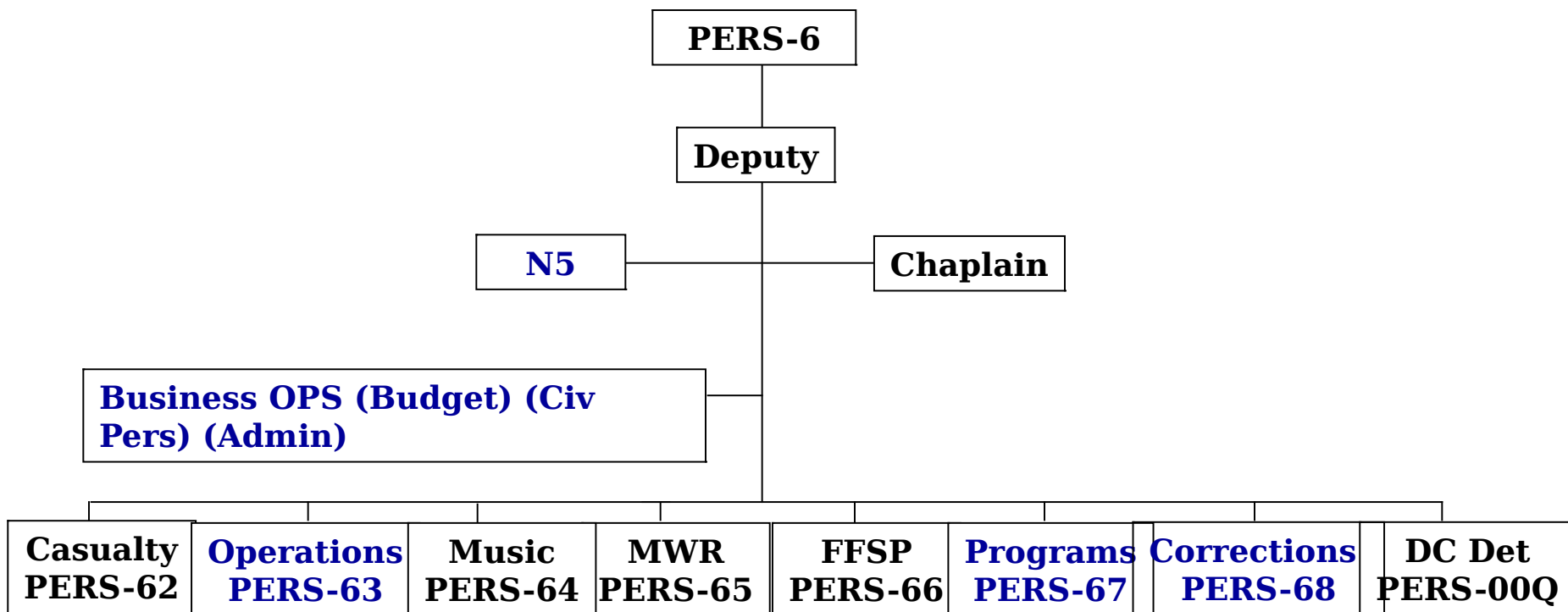
PERS-6 ORGANIZATION





Fleet Support (PERS-6)

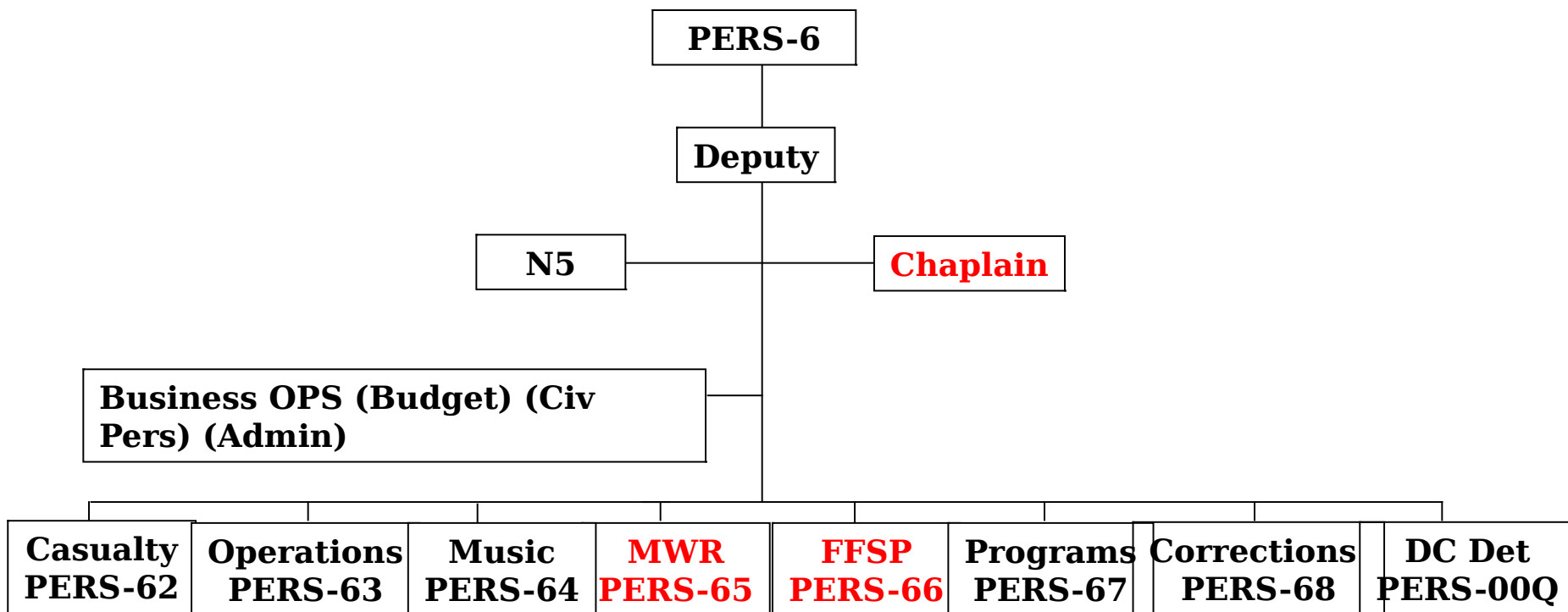
PERS-6 ORGANIZATION





Fleet Support (PERS-6)

PERS-6 ORGANIZATION





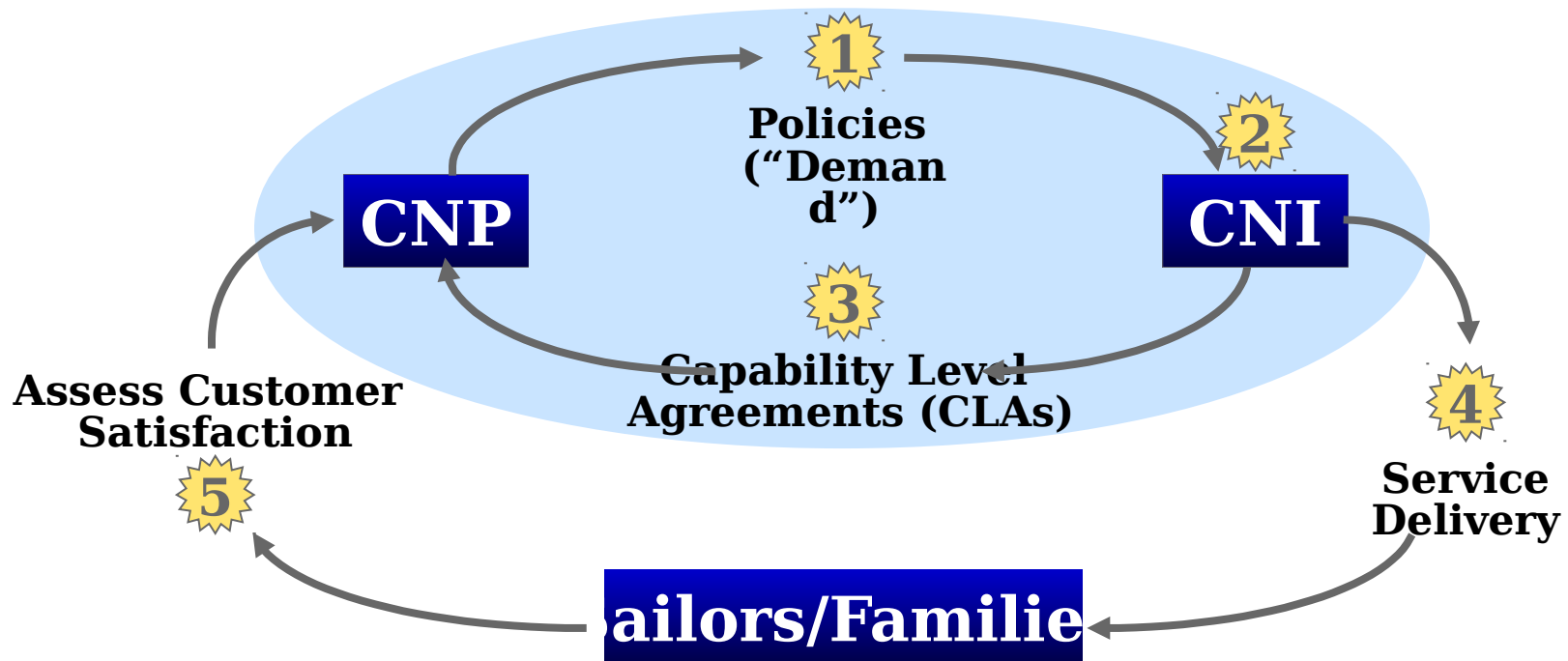
Fleet Support (PERS-6)

Reorganization

- NPC Reorganization reduced 28 direct reports to CNPC to 3 Departments or Pillars
 - Career Management (PERS-4) External Facing
 - Business Operations (PERS-3) Internal Facing
 - Fleet Support (PERS-6) Customer Facing
- CNP/CNI Realignment and effect on MWR (P-65) and FFSP (P-66).
 - CNP/NPC (Fleet Support)
 - » Policy and oversight authority over QOL programs
 - CNI
 - » Service Delivery of MWR and Fleet & Family Support Programs.



Service Model for MWR, Child Care, and Fleet/Family Support



1. CNP exercises active policy role... specifies needs/wants of Sailors/families
2. CNI assesses demand against resources and determines service levels
3. CNP and CNI negotiate CLAs with CNO
4. CNP monitors performance against CLAs
5. CNP assess Sailor/family satisfaction w/ services...uses info to revise policy



C2
Quality of
service

Top 5 Priorities

IP6
Optimize
HR
services for
personal
readiness

- Customer Service
- Communications
- **Force Shaping Efforts**
- **Customer Relationship Management (CRM)**
- **Retention 21 (NRMS)**



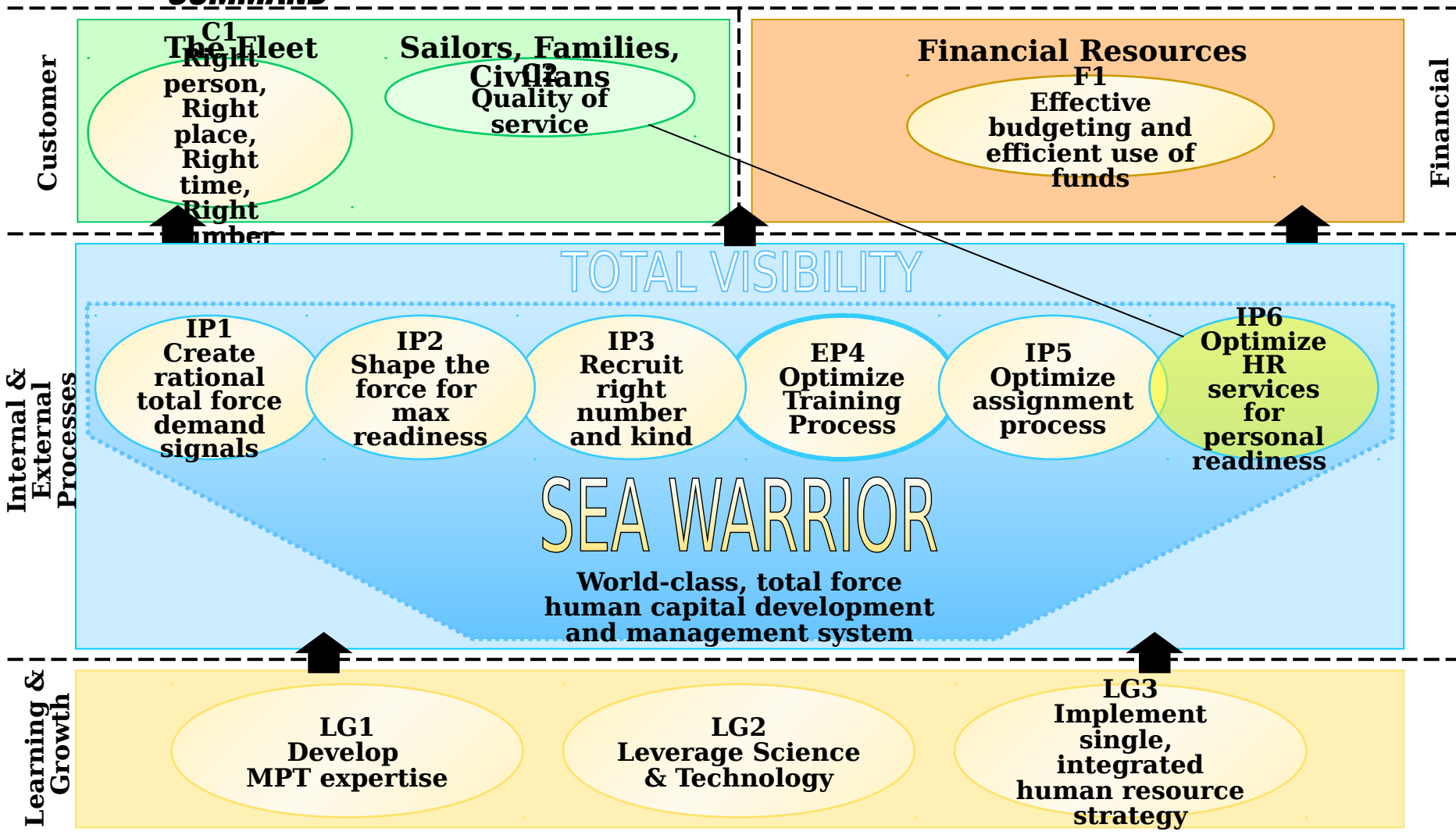
Fleet Support (PERS-6)

Navy Manpower And Personnel Strategy (N-MAPS)

- Using a strategic approach to guide our future with focus on intelligent business decisions
 - Determine what is important and use metrics to measure progress
 - Resource what is important
 - Stop doing what is not important
 - Address issues of concern (i.e., sexual assault, victim services, DNA collection, sex offender notification, corrections rehabilitation programs)



Navy HR Strategy: *Mission First...Sailors Always*



C1 Right Person, Right Place, Right Time and in the Right Numbers - Sustain our combat edge by providing the fleet with the right number of properly trained, high quality people, in time to ensure continuity and mission readiness.

C2 Quality of Service - Provide a combination of superior Quality of Work (Positive environment and job satisfaction) and Quality of Life (Enhanced personal, professional, and

F1 Effective budgeting and efficient use of funds - Conduct programming and budgeting of resources ensuring the Navy gets the best manpower for its money. Execute the budgeted plan ensuring the most efficient use of available resources.

IP1 Create Rational Total Force Demand Signals - Consolidate manpower requirements and create rational, total force demand signals, which are cost effective, deliver readiness, and are executable.

IP2 Shape the Force for Max Readiness - Man the fleet more responsively by developing and executing new paradigm-breaking force shaping initiatives. Make the Navy leaner, putting more teeth into the 'tooth to tail' measure by optimizing strength and infrastructure while maintaining core war-fighting skills.

IP3 Recruit Right Number and Kind - Identify and recruit, in appropriate numbers, the very best young men and women to support the world's greatest Navy.

EP4 Optimize Training Process - Partner with Naval Personnel Development Command to provide a properly trained Sailor to the fleet position, optimizing the investment of time and money.

IP5 Optimize Assignment Process - Fill jobs important to Navy's mission by developing and implementing dynamic incentives that use market place forces to place a trained Sailor in the

LG1 Develop MPT Expertise - Develop and advance MPT expertise within the N1 workforce through effective training and development of our personnel. Optimize the use of our MPT training course for key personnel throughout N1.

LG2 Leverage Science & Technology - Actively support N1/NPC human resources strategy by coordinating programming and execution of research funds, acting as knowledge conveyors and scientific and analytic consultants, while leading the infusion of science and technology into the human resources strategy.

LG3 Implement Single, Integrated Human Resource Strategy - Support all Navy with a world class human resource enterprise : Single data entry to logically linked databases; icon driven integrated applications; broad access at the headquarters, command, and individual level leveraging the Navy/Marine Corps Intranet; enabling enhanced decision making, reduction of command level of effort to manage/support personnel, and simplified processes for sailors to



Initiatives

- **Develop world class Customer Service Center with enhancements/pilots**
- **Web content management system**
- **Develop and Deploy CATWEB**
- **Communicate Navy One Source capabilities - OSD \$**
- **DEP training on QOL initiatives for potential Sailors and families - \$80K (NAF)**
- **Maximize Personal Financial Management tools for Sailors and families - \$1.89M**



Initiatives

IP6
Optimize HR
services for
personal
readiness

- **Develop world class Customer Service Center -- \$2.2M/yr**
- **Develop and Deploy CATWEB -- \$250K develop + 125K/yr to maintain**
- **Navy One Source Integration - OSD \$**
- **Provide fitness equipment to fleet units in FY-04 -- \$6.2M**
- **Improve Drug and Alcohol Abuse Prevention Awareness/Education - \$ 56K**
- **Ensure accreditation standards met at all FFSP activities --**
- **Host second Family Summit in July 2004 -- \$150K**



Customer Financial
Internal & External
Processes
Learning & Growth
Objective

FS Cascaded Strategy Map

Customer

Sailors, Families,
Civilians
Quality of
service

Optimal Fund
Utilization

Financial

Internal
Processes

TOTAL VISIBILITY

IP6
Optimize
HR
services
for
personal
readiness

Optimize Fleet
Support
Operations

Enhance
Communications
with the Fleet and
Families

Provide QOL
services for
Deployers

Provide Crisis
Support

Maintain Good
Order and
Discipline

Leverage
Technology

Integrate with
CNI

Learning
& Growth

FS-3

FS-15



FS Cascaded Map Definitions



Quality of Service: Provide a combination of superior Quality of Work (Positive environment and job satisfaction) and (Enhanced personal, professional, and family well-being) that make Navy the employer of choice.

Optimal Fund Utilization: Employ practical policies and procedures for the expenditure of APF and NAF to ensure that the Navy Community is receiving maximum benefit of available resources.

Optimize HR services for Personal Readiness: Maximize the use of available resources to provide essential programs for active and reserve Sailors, civilian personnel, retirees, and their families that will increase operational readiness, maintain personal well-being, enhance morale, and improve quality of life.

Provide QOL services for Deployers: Maximize the use of available resources to provide essential mental, physical, and family support programs for Sailors on deployment.

Provide crisis support: Reduce the pain and anguish our Navy families endure by rendering prompt, caring, and compassionate support.

Enhance communications with the Fleet and families: Utilize all available tools and resources to communicate a consistent and coherent message regarding manpower programs, policies, and plans.

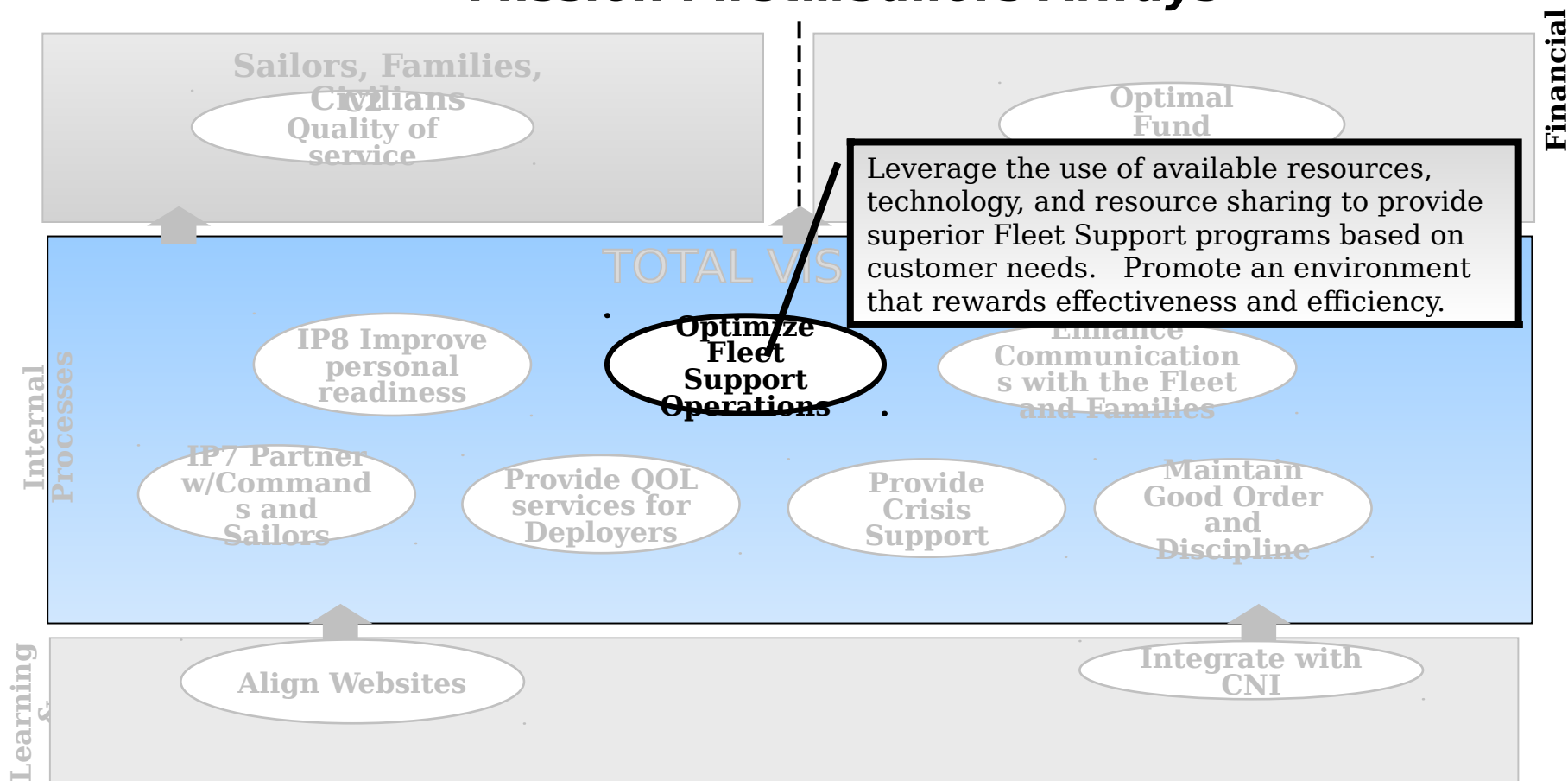
Optimize Fleet Support operations: Leverage the use of available resources, technology, and resource sharing to provide superior Fleet Support programs based on customer needs. Promote an environment that rewards effectiveness and efficiency.

Integrate with CNI: Identify, realign, clarify overlap, or eliminate PERS-6 functions/responsibilities duplicated with C

Align Websites: Promote standardization, accuracy, and benefit of websites across the organization.

Fleet Support (PERS-6)

Fleet Support Strategy *Mission First...Sailors Always*





Fleet Support (PERS-6)

Optimize Fleet
Support
operations

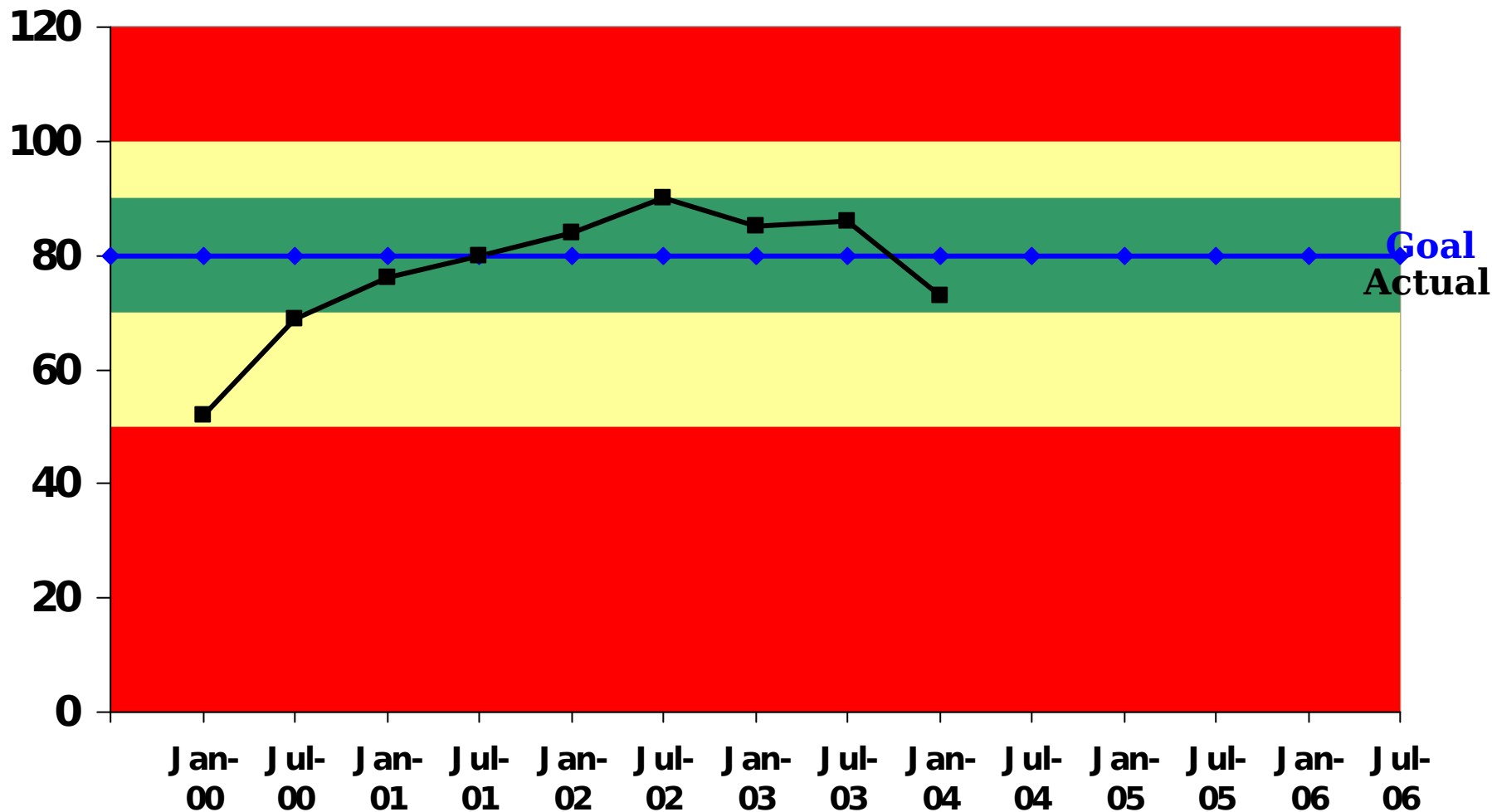
Fleet Support Metrics

			Tolerances					Projected Attainment
Metric	Lead/Lag	Freq	Green	Yellow	Red	Data Sources	POC	Date
Website Migration	Lag	Monthly	90%	89-80%	<80%	NPC WCMS report	Comms	4th Qtr
CSC Customer service satisfaction	Lag	Weekly	90%	89-80%	<80%	Exit Poll	Comms	4th Qtr
% Course enrollments using LMS	Lag	Monthly	99-100%	80-98%	<80%	LMS data base	PERS-65	in development
% Commands utilizing PRIMS	Lag	Semi annually	70%	60-65%	<60%	PRIMS	PERS-65	2nd Qtr
# of CONUS bases/regions on AIMS (financial)	Lag	Monthly	90%	90-85%	<85%	PERS-65	PERS-65	4th Qtr
Average prisoner population as a % of functional capacity	Lag	Monthly	70-90%	50-70%, 90-100%	<50%, >100%	CORMIS	PERS-68	Ongoing
Average yearly cost per prisoner	Lag	Annual	<10% more than 5 year ave	10-20% more than 5 year ave	> 20 % more than 5 year ave	BRIG	PERS-68	Ongoing
Percent of TPU actions completed within established timelines	Lag	Annual	>95%	90-95%	<90%	TPTS	PERS-68	Ongoing
Average caseload per NACIC investigator	Lag	Annual	<70	70-90	>90	DAPTRACK	PERS-68	Ongoing
Cost per deserter escorted	Lag	Annual	<10% more than 5 Year ave	10-20% more than 5 year ave	> 20 % more than 5 year ave	DAPTRACK	PERS-68	Ongoing
Percent of successful TAO's/ROR's	Lag	Monthly	>70%	50-70%	50%	DAPTRACK	PERS-68	Ongoing



Custom Financial
Internal Processes
Learning & Growth
Optimize Fleet Support Operations

Average Prisoner Population As % Of Rated Capacity



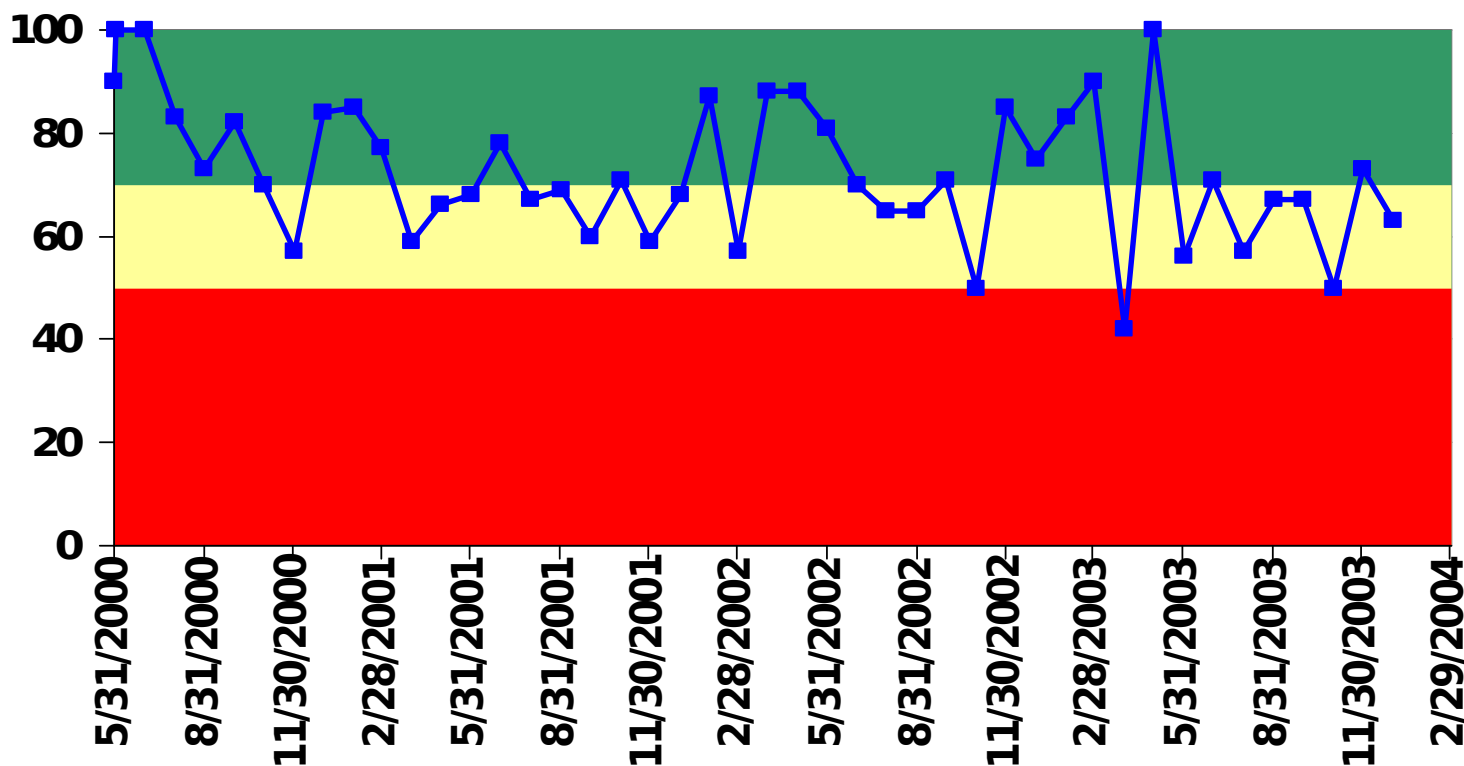


Customer Financial
Internal Processes
Learning & Growth
Maintain Good
Order and
Discipline

Technical Arrest
Order

Success

Rate %

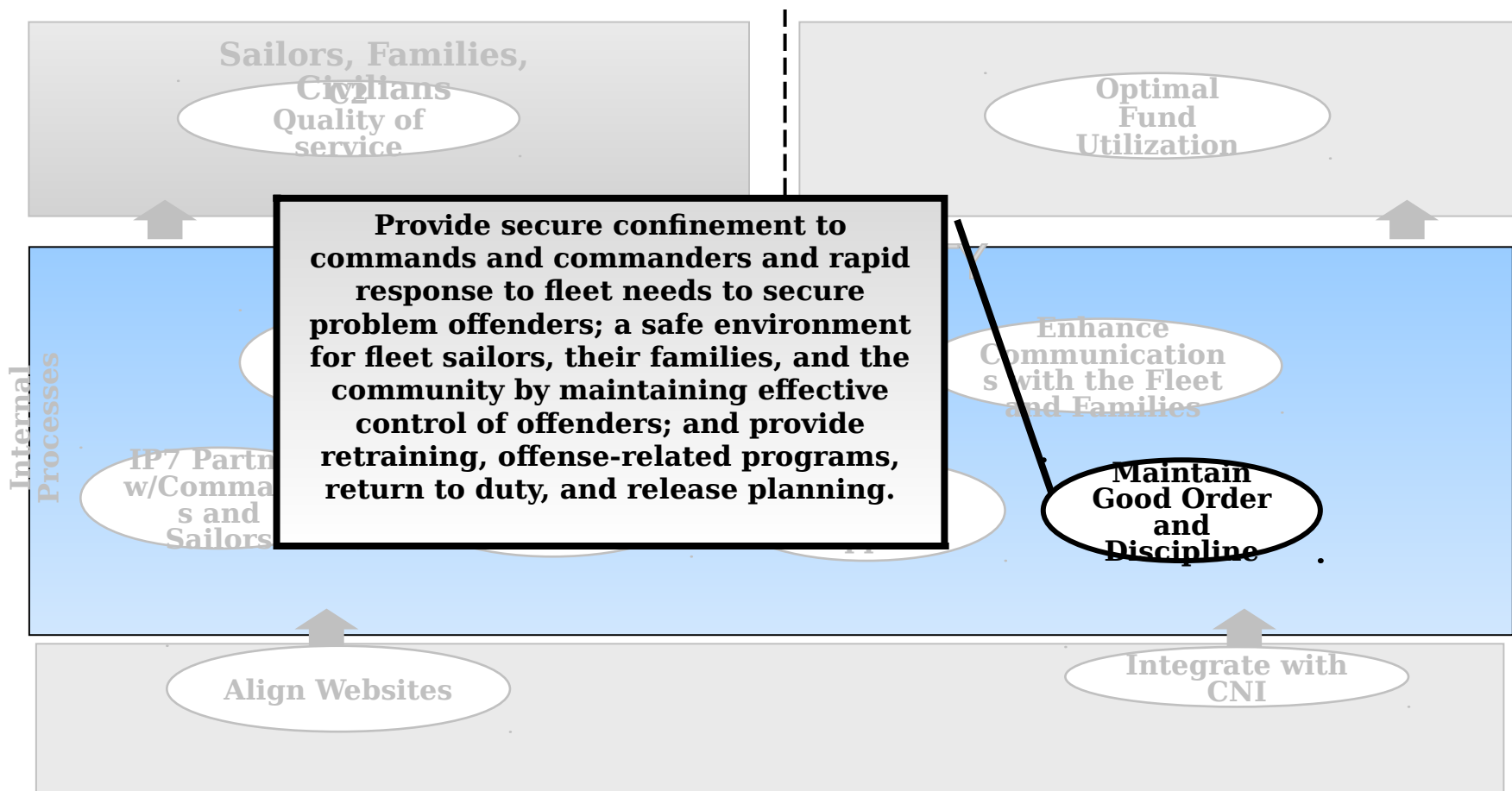


Actual



Fleet Support (PERS-6)

Fleet Support Strategy *Mission First...Sailors Always*



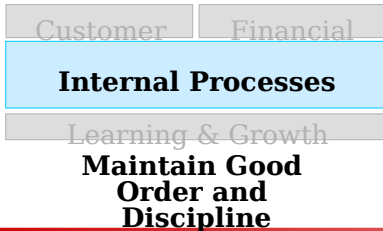


Fleet Support (PERS-6)

Maintain Good Order and Discipline

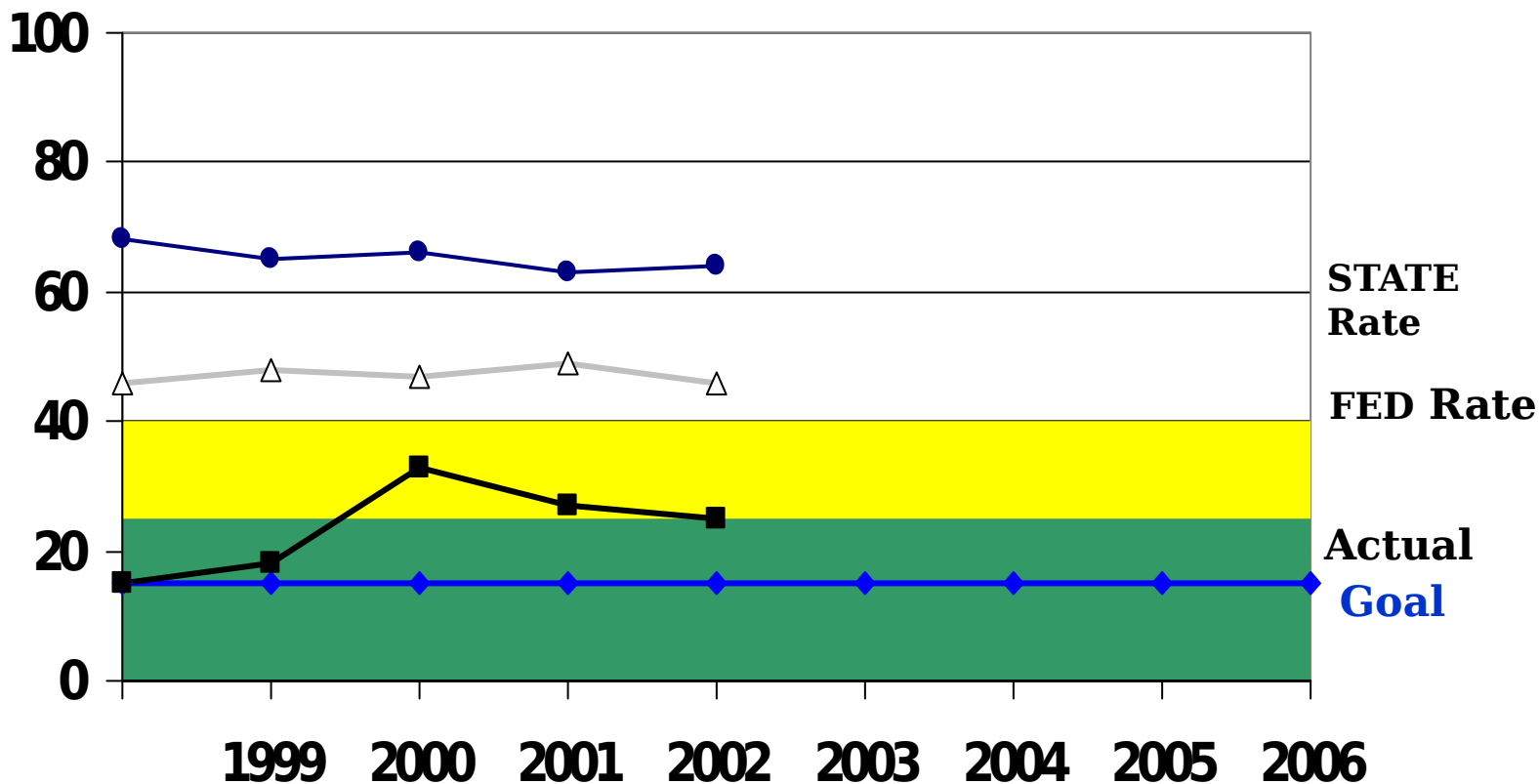
Fleet Support Metrics

			Tolerances					Projected Attainment
Metric	Lead/Lag	Freq	Green	Yellow	Red	Data Sources	POC	Date
Recidivism rate of post-trial prisoners; 3 years post-release	Lag	Annual	<25%	25% - 40%	> 40%	PERS-68 Statistics	PERS-68	Ongoing
Percent of prisoner drug tests that are positive post initial confinement	Lag	Annual	0	1-5%	<5%	BRIG	PERS-68	Ongoing
Rate of disciplinary reports per 100 prisoner	Lag	Annual	<10%	10-20%	>20%	CORMIS	PERS-68	Ongoing
Rate of grievance per 100 prisoners	Lag	Monthly	<5%	5-15%	>15%	BRIG	PERS-68	Ongoing
Percent of prisoners who successfully completed supervised release	Lag	Annual	>90%	80-90%	<80%	CORMIS	PERS-68	Ongoing
Number of active deserters	Lag	Annual	Fewer than previous year	No more than 10% more than previous year	Greater than 10% more than previous year	DAPTRACK	PERS-68	Ongoing



Recidivism Rate 5 Years Post-

Release



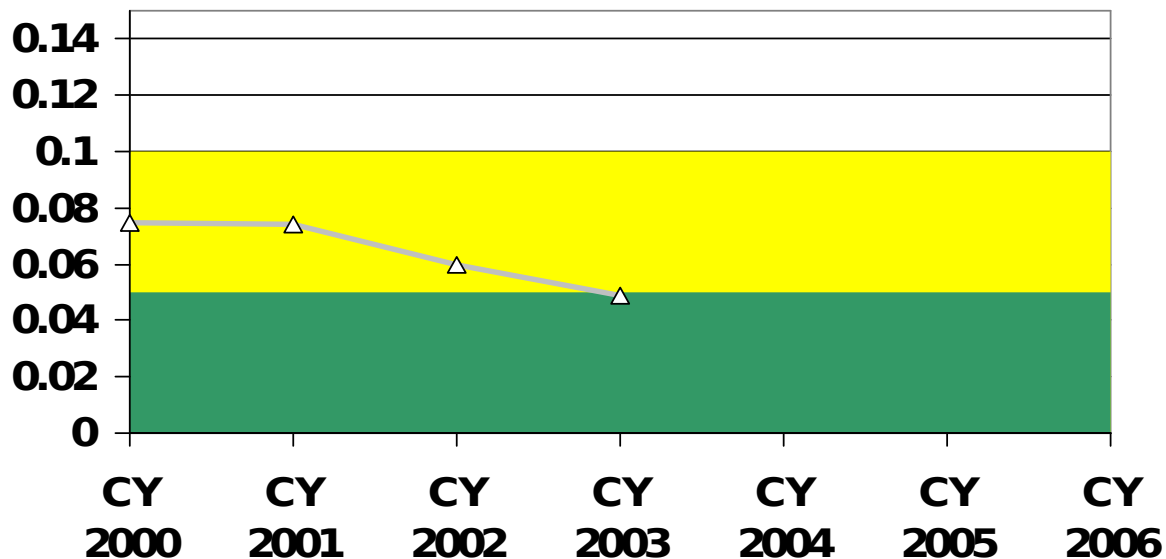


Customer Financial
Internal Processes
Learning & Growth
Maintain Good
Order and
Discipline

Annual % of Active Duty End Strength



Declared Deserters





Fleet Support (PERS-6)

ONGOING REDUCTION OF RESOURCES

- Cost of War
- BRAC
 - CNP retention of NAVCONBRIGs
- Navy's need to recapitalize the fleet.
 - Need to find reductions across the board to accomplish hardware and weapons systems growth
 - We will not get more money.



Fleet Support (PERS-6)

Corrections Overview

- High visibility of mission in today's world with potential for press worthy critical incidents
- High standards are required for leadership, staff, and training
- Navy IG recent visit to GTMO and Charleston confirmed the high standards and quality in the field of military corrections
- NAVCONBRIG Charleston just received another 100% in their American Correctional Association inspection



Fleet Support (PERS-6)

Be Sure to Vote



Fleet Support (PERS-6)

End